

U.S. Mission to the United Arab Emirates
U.S. Embassy Abu Dhabi – U.S. Consulate General Dubai

Message # 16/2011 for U.S. Citizens - New Appointment System and Ramadan Closure Hours

In accordance with UAE labor law, the U.S. Embassy and the Consulate General will amend their public hours for Consular services during the month of Ramadan. The exact dates of Ramadan will be announced in local media, but it is expected to begin around August 1. Ramadan hours for each post are presented below.

Embassy Abu Dhabi Ramadan Consular Hours

Effective August 1, 2011, routine citizen services will be available by appointment only from Sunday through Thursday between noon and 2 p.m. Walk-in appointments are not possible for routine services related to passports, birth registrations, and notary services. It is possible, however, to have several services during the same visit to the Embassy. Please make a separate appointment for each individual service.

Emergency appointments are available for those requiring passport services to travel within 36 hours or requiring other immediate special consular services (for example, to report a death or arrest). Please email AbudhabiACS@state.gov with your specific circumstances including the nature of the emergency.

Telephone Inquiry Hours:

9 a.m. to 11:30 a.m. for matters related to routine American citizen services

1 p.m. to 2 p.m. for matters related to immigrant visas

1 p.m. to 2 p.m. for matters related to nonimmigrant visas

Consulate General Dubai Ramadan Consular Hours

Routine citizen services will be available Sunday through Thursday between the hours of 12:30 p.m. and 2:30 p.m. No appointments are required at this time. Please note that the Consulate General Dubai will be closed for relocation from August 2 to August 4. During the closure, emergency service requests should be directed to the Embassy in Abu Dhabi.

Telephone Inquiry Hours:

9 a.m. to 12 p.m. for matters related to routine American citizen services

Emergency Services for American Citizens

In the event of an emergency, such as the death or arrest of an American citizen, we stand ready to assist 24 hours a day. You may contact the Embassy and Consulate duty officers through the Embassy emergency number at 02-414-2500.

Ramadan Tips:

The Embassy takes this opportunity to remind Americans that it is illegal in the UAE to eat, drink, or smoke in public during the fasting hours between sunrise and sundown. Individuals convicted of eating, drinking, or smoking during the above period may be subject to either one month imprisonment and/or a monetary fine. The exact times for fasting each day can be found in local newspapers.

Modest dress and restrained, respectful behavior between the sexes (even between married couples) are normal social customs in the UAE and particularly during Ramadan. Restaurants are generally closed during daylight hours, with the exception of some hotel restaurants.

The U.S. Embassy in Abu Dhabi is located at Embassies District, Plot 38, Sector W59-02, Street No. 4, P.O. Box 4009. The telephone number is (971) (2) 414-2200, and the Consular Section fax number is (971) (2) 414-2241. The email address for American Citizens Services inquiries, including passport questions, is abudhabiacs@state.gov. The Embassy Internet web site is <http://abudhabi.usembassy.gov>.

For after-hours emergencies in Abu Dhabi, contact the Embassy at (971) (2) 414-2500 for the Abu Dhabi Duty Officer.

Beginning on August 7, 2011, **The U.S. Consulate General in Dubai** will be at its new permanent location at the corner of Sheikh Khalifa Bin Zayed and Al Seef Streets on the Dubai Creek in Bur Dubai. The telephone number at the new Consulate General will be (971) (4) 309-4000.

During the move, from August 2 through August 6, for after-hours emergencies in Dubai, contact the Embassy in Abu Dhabi at (971)(2) 414-2500 to reach the Dubai Duty Officer. From August 7 onward, the Dubai Duty Officer can be reached at (971)(4) 309-4050.

The email address for American Citizens Services inquiries, including passport questions, is DubaiWarden@state.gov. The web site for the U.S. Consulate General in Dubai is <http://dubai.usconsulate.gov>.

Until August 1, Consulate General is located on the 21st floor of the Dubai World Trade Center, P.O. Box 9343. The telephone number is (971) (4) 311-6000. The Consular Section fax number is (971) (4) 311-6213.